

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

Members Present

Peter M. Bryan, California Fire Chief's Association

Reginald Chappelle, California Highway Patrol

Chris Hinshaw, CALNENA

Lisa J. Hoffmann, San Francisco CECC

Don Hutchison, Placer County Sheriff

Lesli J. Wilson, North County Dispatch Joint Powers Authority (JPA)

Chip W. Yarborough, Heartland Fire Communications Authority

Karen Wong, State of California OCIO/PSCD

Members Absent

Robert Nichelini, Vallejo Police Department

Mark Pazin, Merced County Sheriff's Department

Sam L. Spiegel, Folsom Police Department

Others Present

Frank Leaden, Verizon Business

John Bourne, Verizon Business

Leandro Franco, Verizon

Jeff Moore, Pendelton 9-1-1

Brian Van Den Broeke, Palo Alto Police

Frank Donoghue, AT&T

Andy Nielsen, State of California OCIO/PSCD/9-1-1 Office

I. CALL TO ORDER, WELCOME AND OPENING REMARKS

Ms. Karen Wong, Deputy Director of the Public Safety Communications Division (PSCD), Office of the State Chief Information Officer (OCIO) called the meeting to order and then took roll call.

II. APPROVAL OF MINUTES OF December 9, 2009

There were no comments or changes to the December 9, 2009 meeting minutes. Board Member Hinshaw moved that the Board accept the minutes as drafted. The motion was seconded and carried.

III. UNFINISHED BUSINESS

Proposed Goals and Objectives

Karen Wong, Deputy Director, PSCD/OCIO indicated that Mission Consulting has committed to complete the Strategic Plan for the State 9-1-1 Office. Ms. Wong directed that the format be similar to that of the OCIO's statewide strategic plan. The foundation for the plan was outlined in the document "Proposed Strategic Plan Foundation." Ms.

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

Wong indicated that there would be a final draft to the Advisory Board no later than the June 2, 2010 meeting.

Ms. Wong stated that she would like to go forward to complete the Strategic Plan and have the State 9-1-1 Office work with both the Advisory Board's Long Range Planning Committee and Mission Consulting. Board Member Chappelle volunteered to be part of the work group.

Board Member Wilson recommended that all comments submitted to the 9-1-1 Office on the 9-1-1 Strategic Plan deliverable (County Coordinator Task Force, CA Fire Chiefs' Association, CA Police Chiefs' Association) be included as part of the evaluation process. Ms. Wong agreed that they would be included.

Ms. Wong then asked for a vote and Board Member Chappelle made a motion that the Long Range Planning committee works with the 9-1-1 Office and Mission Consulting to finalize the strategic plan. The motion was seconded and carried.

The 9-1-1 Office will coordinate the workgroup with participation from Karen Wong and Andy Nielsen.

IV. REPORTS

9-1-1 Office Update: Andy Nielsen from the 9-1-1 Office gave the following report update:

Budget Report: Mr. Nielsen indicated that there were no issues with the budget, and it is business as usual. The 9-1-1 Office is still impacted by the Furloughs the first three Fridays of every month. The SETNA fund is still intact and all funding is still being completed as usual for equipment, Language Line, county coordinator reimbursements, etc.

Enhanced 911 Grant Act: Mr. Nielsen reported that the State 9-1-1 Office received a matching grant from the Federal Government last September 2009 for \$4.3 million. The grant is for developing an IP-enabled Next Generation 9-1-1 Platform in California. The State 9-1-1 Office identified the North-Eastern California area as the limited application site for implementation. There are approximately 37 PSAPs in 11 counties that are included in the limited application area. The State 9-1-1 Office has developed a consultant Request for Offer (RFO) that is currently under review by the OCIO, to help the office develop standards and deliverables for the limited application. Concurrently, the 9-1-1 Office is evaluating the contractual vehicles in place today that can be utilized.

Routing on Empirical Data (RED) Project: The RED project uses forensic data (CDR) to determine the most appropriate PSAP for a cell sector to route calls.

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

The Red Project has been a huge success in California. RED I (Ventura and Santa Barbara) and RED II (Bay Area) are complete. Currently, RED III is being implemented in the southern California area (excluding Los Angeles). Phase IV, which includes Sacramento and northern California, is scheduled to begin in the May timeframe.

On average, 52% of all cell sectors reviewed as part of RED, are rerouted from the CHP to local PSAPs.

California 9-1-1 County Coordinators: Mr. Nielsen stated that Karen Wong had the opportunity to meet with the County Coordinators at the annual CalNENA meeting on Monday, March 1, 2010. Ms. Wong gave a status on the Strategic Plan and the goal to have Mission Consulting complete the plan by June 2010.

The County Coordinators also discussed establishing a biannual face-to-face meeting like the one currently held annually at CalNENA. This would give the County Coordinators an opportunity to get together to look at issues like training, new products, processes, etc. They also wanted to discuss how the OCIO's Office, along with the GIS Office, might be able to support the County Coordinators in managing shape files. They were also interested in establishing a List Serve that could be used by the County Coordinators to ask questions and share ideas and common issues. This would work very much like the NENA List Serve works today.

The County Coordinators are interested in formalizing training that could be used for new County Coordinators. Ms. Wong has agreed to work more closely with the County Coordinators and will be putting together a meeting with the County Coordinators Task Force (CCTF) to go through some of these issues in more detail and find out what the 9-1-1 Office can do to support them.

ECaTS: Mr. Nielsen reported that ECaTS is a new statewide call reporting system that will replace both CARSNet and Furnis. There are currently 105 PSAPs that have converted to the new system, and the goal is to get 50 PSAPS converted each month. Mr. Nielsen stated that this is a very aggressive schedule but believes it can be done.

Verizon has done a good job of contacting the PSAPs, and CARSNet will be converted to ECaTS by June 30 of this year, with the rest of the project to be completed by October. Mr. Nielsen stated that if the Board Members have not had a chance to get into the new system, they can contact Dana Earl, the single point of contact at the State 9-1-1 Office to get access. Mr. Nielsen stated that ECaTS is an improvement over what was previously used in the past, and that the 9-1-1 Office has received good feedback from the PSAPs.

The 9-1-1 Office is sending out letters to the PSAPs, based on the schedule shown on the State 9-1-1 Office website, and are currently ahead of schedule. If anyone has not received

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

a letter, please contact Dana Earl at the State 9-1-1 Office. These letters will also be sent to the County Coordinators, for their information.

Mr. Nielsen then asked the board if there were any questions regarding the 9-1-1 Office update. Board Member Hoffman suggested that the ECATS letters go out to the County Coordinators, as well as to the PSAPs. Mr. Nielsen agreed to this. Miss Hoffman then asked where information for the Federal Grant could be obtained. Mr. Nielsen indicated that this information could be found at the 9-1-1 Office Website. Miss Hoffman also suggested that the 9-1-1 Office use the County Coordinators and the Board as possible resources for any Next Generation development. Ms. Wong indicated that the 9-1-1 Office will do a better job of reaching out to the Board and to the County Coordinators.

Board Member Yarborough asked about the requirements for a consultant to bid on the RFO for the Next Generation project. Mr. Nielsen responded that the Consultants have to be on a Master Service Agreement (MSA) 2034, or CMAS to be eligible to respond. Mr. Yarborough then asked if the 9-1-1 Office reached out to other states for information or to actively recruit vendors to get on MSA 2034 or CMAS. Mr. Nielsen responded that the 9-1-1 Office has met with several consultant companies over the last two years to let them know what California was planning to do. Mr. Yarborough then asked if the RED Project was on the 9-1-1 Office website and if there was an actual report written that talks about the findings. Mr. Nielsen stated that the RED Project was indeed on the website, and that he would go back to Jim Thompson to see if there was a report available that could be distributed to the Board.

Board Member Wilson asked that once the consultants are hired for the RFO for Next Generation, is the 9-1-1 Office going to reach out to the Adhoc Committee to make sure it is a part of the process? Mr. Nielsen responded in the affirmative.

V. Committee Reports

Committee on Outage Notification & Escalation:

Board Member Hinshaw stated that the committee has met during the intervening period and have developed a process for CALEMA to review. Mr. Hinshaw indicated that they are making progress.

Committee on GIS:

Board Member Wilson reported that Michael Burns, the State of California's GIS Director has taken a job with the FCC. The committee has met with several focus groups. The committee will continue to work to see where GIS and 9-1-1 can work together.

Committee on PSAP Consolidation and Hosted Solutions:

Board Member Chief Bryan stated that the committee met after the September 9 regular

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

meeting of the Advisory Board. For reference, the committee reviewed the 2009 Public Safety Answering Point Consolidation Report from the State of Minnesota. From that they were able to prepare a one page synopsis that is named “Key Elements to Consider When Planning a Consolidation.” The intent was to find recommendations for consolidation, or hosted solutions that would apply for California. It is the committee’s intention to provide recommendations and to establish standards; it is not the intention of the committee to set any mandates. The committee will seek input for any incentive that could include the use of SETNA funds for consolidation or hosted solutions. The committee’s next meeting is scheduled for April 29.

AB 912:

Board Member Wilson stated that the committee is seeking a written opinion from the OCIO’s legal office to move forward on the definition of supplanting funds and whether or not secondary PSAPs are eligible for funding. There has been a preliminary high-level timeline that has been developed that describes the steps for funding.

VI. New Business

Advisory Board Presentation at CalNENA

Board Member Hinshaw stated that it was intended to have a panel of the 9-1-1 Advisory Board at a breakout session at the annual CalNENA conference. Unfortunately, two of the board members who were scheduled to be on the panel, were last-minute cancellations. Therefore, Mr. Yarborough and Mr. Hinshaw led the breakout session. The panel discussed the Ad Hoc committees that were in progress, and most questions and discussions at the breakout centered around AB 912. The panel indicated that the Advisory Board and the 9-1-1 Office are still discussing how money will be distributed amongst the PSAPs and what the qualifying criteria will be. The Advisory Board suggested that the 9-1-1 Office solicit input on AB 912 qualifying criteria from the County Coordinators. Mr. Hinshaw indicated that the breakout session was well attended with positive feedback.

Broadband Technology Opportunities Program (BTOP 2)

Board Member Wong advised the Board of the Broadband Technology Opportunities Program (BTOP 2). The 9-1-1 Office is monitoring BTOP to see if there is any opportunity to apply for grants. Ms. Wong noted that there is a very short application due date of March 26 to get applications in. The Grant is intended for building broadband infrastructure. The 9-1-1 Office will continue to monitor BTOP and other projects and partnerships that may make sense to move 9-1-1 in California to Next Generation.

VII. ANNOUNCEMENTS

Board Member Hinshaw stated that this year’s recipient of the Bill Murray Excellence award is Chip Yarborough. Mr. Hinshaw awarded the plaque to Mr. Yarborough.

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

Board Member Wilson stated that she saw that there were outages again on the Long Beach switch, and that this has been an ongoing issue for several years. She requested that the State 9-1-1 Office follow up with Verizon about what was done to correct these issues. Ms. Wong stated that the State will follow-up and present any findings at the next board meeting.

Board Member Hutchinson indicated that he did not see Sheriff Bonner's name on the AB 912 committee and asked him to be included. Ms. Wong stated that she will ensure that Sheriff Bonner will be added to the Committee List of members for the AB 912 Implementation.

Board Member Chappelle stated that he would like to congratulate two of his staff; Mary Pat Marshall who has been sworn in as President of CalNENA and Michelle Bland as 2nd Vice President. He is also happy to see that the Department is getting more involved in CalNENA and thinks it will be a good thing for the CHP and for the community as well.

Chief Chappelle also announced that a project to replace all CHP CAD systems in the 25 Centers began in January. This will be a three-year project with ACS and Tritech.

VIII. PUBLIC COMMENTS

There were no Public Comments

IX. ADJOURNMENT

Ms. Wong adjourned the meeting at approximately 11:00 A.M.

Minutes

California 9-1-1 Advisory Board

March 10, 2010

1700 Pacific Highway Room 302-202.

San Diego CA, 92101

Handouts

- 1 Proposed Strategic Plan Foundation**
- 2 2009 Outage Report & 2010 YTD Report**
- 3 Key Elements to Consider When Planning a Consolidation**
- 4 AB 912 Preliminary Timeline**
- 5 CA 9-1-1 Advisory Board Agenda March 10, 2010**
- 6 CA 9-1-1 Advisory Board Minutes – December 9, 2009**